

STUDLEY PARISH COUNCIL

Code of Practice for Handling Complaints

- 1.** If a complaint about procedures or administration is notified orally to a Councillor or the Clerk and it is not possible to satisfy the complaint fully forthwith the complainant shall be asked to put his complaint in writing to the Clerk and be assured that it will be dealt with promptly after receipt.
- 2.** If a complaint indicates he would prefer not to put the complaint to the Clerk he shall be advised to put it to the Chairman.
- 3.** On receipt of a written of a written complaint the Clerk or Chairman as the case may be (except where it is about his own actions) try to settle the complaint directly with the complaint, but shall not do so in respect of a complaint about the behaviour of the Clerk or Councillor without notifying the person complained of and giving him the opportunity to comment on the manner in which it is intended to attempt to settle the complaint. Where a Clerk or Chairman receives a written complaint about his own actions, he shall immediately refer the complaint to the Council.
- 4.** The Clerk or Chairman shall report to the next meeting of the Council any written complaint disposed of by direct action with the complaint.
- 5.** The Clerk or Chairman shall bring any written complaint that cannot be settled to the next meeting of the Council and the Clerk shall notify the complaint of the date on which the complaint will be considered.
- 6.** The Council shall consider whether the circumstances concerning the complaint warrant the matter being discussed in the absence of the press and public, but any decision on a complaint shall be announced at the Council meeting in public.
- 7.** As soon as possible after the decision has been made and what action is to be taken shall be communicated in writing to the complaint.